

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL**

Section 3.6 Member Handbooks

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3.6.1 Introduction

Member Handbooks are intended to provide information to behavioral health recipients and potential enrollees regarding the availability of services in the public behavioral health system. The Member Handbook provides information regarding how to obtain services, what services are available, what service limitations exist for Title XIX/XXI and Non-Title XIX/XXI persons and behavioral health recipient rights and responsibilities, among other topics. This information is imperative in ensuring that behavioral health services are accessible.

3.6.2 References

The following citations can serve as additional resources for this content area:

- [42 CFR 438.10](#)
- [AHCCCS/ADHS Contract](#)
- [ADHS/RBHA Contracts](#)
- [ADHS/TRBHA IGAs](#)
- [ADHS/DBHS Member Handbook Template](#)
- [T/RBHA Specific Member Handbooks](#)

3.6.3 Scope

To whom does this apply?

All persons receiving behavioral health services, potential enrollees and contracted providers.

3.6.4 Did you know...?

- Member Handbooks are reviewed annually, and if needed, updated by the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) and the Tribal and Regional Behavioral Health Authorities (T/RBHAs).
- The Member Handbook must be made available in identified prevalent non-English languages when the T/RBHAs are aware that another language is spoken by three thousand (3,000) or ten percent (10%), whichever is less, of the behavioral health recipients in a geographic region who also have Limited English Proficiency (LEP).
- The Member Handbook must be printed in a type-style and size which can easily be read by behavioral health recipients with varying degrees of visual impairment, such as large print and other alternative formats included but not limited to audio and/or Braille.
- Any approved revisions or updated versions of the Member Handbook must be posted to the T/RBHA website by the effective date of such revisions or updates.

- ADHS/DBHS templates for the T/RBHAs' use in developing T/RBHA versions of the member handbooks are available on the ADHS/DBHS website in both English and Spanish (see [ADHS/DBHS and T/RBHA Member Handbooks](#)).
- Member handbooks must include all information specified in [42 CFR 438.10](#).
- The content of the ADHS/DBHS Member Handbook Template must not be changed without prior written approval by ADHS/DBHS.

3.6.5 Definitions

[Limited English Proficiency \(LEP\)](#)

3.6.6 Objectives

To establish the responsibility of providers to distribute member handbooks to new enrollees and all persons receiving behavioral health services.

3.6.7 Procedures

3.6.7-A. Distribution

Member handbooks must be distributed to persons receiving behavioral health services within 10 days of their first service. Documentation of receipt of the member handbook within 10 days of first service must be filed in the persons' behavioral health record. (Please see [PM Form 3.6.1 Member Handbook Receipt](#); this form includes minimum requirements for **all** member records and must include all indicated signatures; including when combined with other checklists.)

Member Handbooks must be available and easily accessible at all provider sites and each T/RBHA website. Upon request, copies must be made available to known consumer and family advocacy organizations and other human service organizations.

Persons receiving behavioral health services have the right to request and obtain a Member Handbook at least annually. T/RBHAs must notify persons of their right to request and obtain a Member Handbook at least annually by publishing this information using T/RBHA communications such as the T/RBHA webpage, newsletter, etc.

ADHS/DBHS may require the T/RBHAs to revise the Member Handbook and distribute it to all current enrollees if there is a significant program change. ADHS/DBHS determines if a change qualifies as significant.

For copies of the NARBHA Member Handbook in English and Spanish, please contact **NARBHA** Member Services at (928) 774-7128 or toll-free at 1-800-640-2123; for hearing impaired, please use Arizona Relay Service at 711 or 1-800-367-8939 or internet assistance at www.azrelay.org.

For online versions of the Member Handbook in English, Spanish, and Large Print, please visit the NARBHA website at www.narbha.org. Audio versions are available in English, Spanish, Navajo, and Hopi at <http://narbha.org/services/member-handbook/>. Other information and resources may be located on **NARBHA's Network of Care website** at www.narbha.networkofcare.org.